

## Role profile

<b>Role title</b>	Service Director (Adult Care and Support)
<b>Directorate</b>	Adult Social Care
<b>Service</b>	Adult Social Services
<b>Grade</b>	S
<b>Reports to</b>	Strategic Director - Adult Social Care and Health
<b>Version</b>	1.1
<b>JE code</b>	009226

<b>Approving manager</b>	Chief Executive
<b>Date</b>	March 2018

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## Role purpose

The Service Director (Adult Care and Support) is one of the senior roles that comprise the Council's Corporate Leadership Team (CLT). The role will work closely with the Strategic Director - Adult Social Care and Health, CLT colleagues and Members to set and deliver the service strategy.

The purpose of the role is to deliver effective community-led adult social care services, meeting the Council's strategic and operational objectives to deliver improvement and integration as determined by local and national policy, legislation and regulation in close partnership with health commissioners and providers.

The post holder will be the lead for adult safeguarding.

This role will be responsible for leading and managing a service which includes the range of functions outlined below.

## Dimensions

### Annual financial accountability

Accountability for Adult Care and Support service budget of c. £142m.

### Management accountability

Functions managed:

- Assessment and Care Management – including therapy services
- Adult Safeguarding
- Quality Assurance
- Principal Adult Social Work

Number of staff managed

- Overarching management of a service comprising c. 456 employees.

## Accountabilities

*We are a dynamic organisation and the particular duties and accountabilities may vary from time to time without changing the general character of the role or the level of responsibility entailed. Individual objectives will be agreed via the PDS appraisal process*

### Specific accountabilities

- Ensure the creation and dissemination of a strategy for workforce development that links to a career and qualifications pathway for all social care practitioners, raising the expertise and status of social care practitioners in line with the Professional Capabilities Framework.
- Develop and maintain the integrated adults system (MOSAIC) for recording casework as the basis for professional accountability, to support practitioners to achieve quality standards, reduce duplication and overlap and for reporting and monitoring purposes

### Resident focus

- Develop collaborative relationships with internal and external partners, particularly Health, to ensure optimal outcomes for residents and support the development of integration health and care services.
- Represent the interests of Cornwall locally, regionally and nationally to promote and enhance the Council's reputation and profile
- Establish and develop customer feedback systems for the service ensuring feedback is taken into account in improving outcomes for residents, service users, carers or communities
- Promote the localism agenda and create a visible and meaningful presence with Cornwall's residents to build trust and legitimacy
- Acting as Link officer for Community Networks to promote the localism agenda and create a visible and meaningful presence with Cornwall's residents to build trust and legitimacy

### **Service delivery**

- Work with Corporate Leadership team colleagues to lead, develop or deliver cross-cutting corporate projects or priorities
- Develop and deliver a Service Plan based on objectives and priorities that align with the Council and Directorate plans and other corporate strategies
- Ensure the development and maintenance of performance indicators for the service that reflect the business plan and the Council strategy
- Monitor policy, legislation and best practice to ensure the most appropriate delivery vehicle for the managed functions and deliver continuous improvement
- Participate in the relevant out-of-hours rota, managing incidents in accordance with defined operating procedures

### **Leadership & management**

- Provide strategic leadership and management of the service, role modelling behaviours, motivating senior managers and holding them to account for performance
- Implement communication, recognition, talent development and succession planning strategies that maximise levels of staff engagement in the service
- Ensure the effective governance, delivery and embedding of change programmes, empowering staff to play an active role in delivering and realising the benefits
- Ensure the service operates within all regulatory, legislative and best practice requirements and that it is suitably positioned to adapt to and address forthcoming requirements, including, but not limited to: Health & Safety; Equality & Diversity; Safeguarding; Information Governance and Employment law

### **Finance**

- Work with finance colleagues and the Strategic Director for Adult Social Care and Health to lead the budget setting process for the service
- Ensure adherence to the Council's financial regulations, that spend is within agreed budgets and savings are delivered in line with the Medium Term Financial Strategy
- Identify and realise opportunities for the service to secure funding and

establish sustainable income streams

**Corporate accountabilities**

- Information security and governance: Manage information in line with the Council's policies, procedures and guidance on subjects such as Data Protection, Freedom of Information, confidentiality, information security and sharing, the information lifecycle and data quality, to ensure compliance and efficient and effective information governance
- Safeguarding: To be the Council's lead officer for Adult Safeguarding embedding adult safeguarding across the organisation. Promote and maintain awareness of Council policies and practices regarding the safeguarding of children, young people and/ or adults who may be at risk. Report concerns/ allegations in accordance with corporate guidance and procedures
- Equality & Diversity: Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively, advising on alternatives so the opportunity for change can be considered
- Health, Safety and Wellbeing: Proactively manage risk and lead the creation of a positive health and safety culture to safeguard the health, safety and wellbeing of self and others

## Competencies and other requirements

We use the following criteria below to assess your suitability for the role; please refer to the recruitment & selection column to establish at which stage the criteria are assessed. Requirements assessed at the 'Application' stage represent the minimum essential requirement for shortlisting purposes

Behaviours	Recruitment and selection
<p><b>Working together</b> You understand and focus on customer needs and work well with colleagues and partners</p> <ul style="list-style-type: none"> <li>• You understand and are attentive to the needs of your customers</li> <li>• You listen to the views of others and seek them out</li> <li>• You support and show consideration for others</li> <li>• You work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others</li> <li>• You are committed to the protection and safeguarding of children, young people and vulnerable adults</li> <li>• You share information and expertise with others</li> <li>• You are honest, you respect and you build relationships of trust</li> <li>• You share your achievements and acknowledge the achievements of others</li> </ul>	
<p><b>Personal responsibility</b> You take responsibility for your work, your environment and your development</p> <ul style="list-style-type: none"> <li>• You are trustworthy and reliable</li> <li>• You pay attention to your own health, safety and wellbeing and that of others</li> <li>• You acknowledge errors, report them as appropriate and play your part in addressing them</li> <li>• You appropriately challenge unhelpful behaviour</li> <li>• You seek feedback and review your own contribution</li> <li>• You are open to change and improvement</li> <li>• You take responsibility for your development</li> <li>• You are enthusiastic about and take pride in your work</li> </ul>	
<p><b>Resourceful</b> You apply expertise, solve problems and make improvements to deliver good customer outcomes</p> <ul style="list-style-type: none"> <li>• You plan and organise your work and manage your time effectively</li> <li>• You gather relevant information, analyse it and make timely informed decisions in the course of your work</li> <li>• You are flexible and adaptable</li> </ul>	

<ul style="list-style-type: none"> <li>• You respond constructively to change</li> <li>• You demonstrate financial awareness relevant to the job you do</li> <li>• You use your initiative and are creative in problem solving</li> <li>• You deliver results and manage customer expectations</li> </ul>	
<p><b>Engaging leadership</b> You create a healthy and engaging work environment by building trusting and supportive relationships, encouraging development, recognising achievement and tackling underperformance</p> <ul style="list-style-type: none"> <li>• You give clear direction, you delegate appropriately and you provide a supportive environment in which team members can learn, grow and take responsibility</li> <li>• You take opportunities to influence and contribute to strategic planning and development</li> <li>• You help your team to understand how their work contributes to what the Council is trying to achieve</li> <li>• You create opportunities to interact personally with all members of your team, you actively encourage team members to share their views and concerns and you give feedback on the outcome</li> <li>• You take time to understand the strengths of your team and you encourage and support their development</li> <li>• You coach your team to fulfil their potential and recognise individual and team achievements</li> <li>• You identify and effectively address your responsibilities for people, finance, performance and change management</li> </ul>	

<b>Knowledge, skills &amp; experience</b>	<b>Recruitment and selection</b>
Relevant degree level qualification or equivalent in social work or an aligned discipline and evidence of continuous professional development	
Successful and consistent achievement in the leadership of relevant functions at senior management level, within a local authority or other organisation of comparable scope and complexity	
Ability to articulate a clear vision and strategy for the service and how to improve and transform outcomes, and experience of translating policy and strategy into tangible outcomes for the benefit of customers/ residents	
A proven record of successful change management, delivering new working policies and practices alongside significant cultural and structural change	
Proven experience of financial management including budget formulation, financial planning, monitoring and control, within tight financial limits in a complex organisation	

Demonstrates an up to date knowledge and understanding of the law, government policy and best practice in relation to the functions provided within the service	
Experience of giving advice to and building relationships with elected members and/or Board Members at the highest level	
Successful track record of achieving equality of opportunity in both employment and service delivery	
Preferably have membership of Health Care Professions Council or experience of the regulations that regulate the care professions.	

<b>Other requirements</b>	<b>Recruitment and selection</b>
This position is subject to a criminal records disclosure check	<b>ENHANCED</b>
This is a politically restricted position	<b>YES</b>
The role holder must exercise satisfactory travel mobility in order to fulfil the obligations of the role. For those journeys where an alternative form of transport is unavailable or impracticable the role holder will be required to provide a suitable vehicle	